

CG Docket 03-123

DA 06-1175

June 28, 2006

RECEIVED

JUL - 5 2006

Marlene H. Dortch
Office of the Secretary
Federal Communications Commission
445 12th Street, SW, Room TW-B204
Washington, DC 20554

Federal Communications Commission
Office of the Secretary

Reference: Annual Consumer Complaint Log Summary: June 2005 – May 2006

Ladies and Gentlemen:

Pursuant to the Federal Communications Commission's rules, 47 C.F.R. §64.604(c)(1), the State of Wyoming, Division of Vocational Rehabilitation, Telecommunications Relay Service submits the enclosed annual consumer complaint log summary for the twelve-month period ending May 31, 2006.

The enclosed consumer complaint log from the State of Wyoming Telecommunications Relay Service includes all complaints about the Telecommunications Relay Service (TRS) in the state whether filed with the TRS provider, Hamilton Relay, or with the State. This log includes the date the complaint was filed, the nature of the complaint, the date of the resolution, an explanation of the resolution, and monthly complaint totals. There is also a tally sheet which indicates the total number of complaints for the year, the monthly totals, the number of complaints by category and the percentage that each category of complaint is of the total "Service, Technical and Miscellaneous Complaints." The aforementioned complaint log will be retained until the next application for certification is granted.

For the period of June 1, 2005, through May 31, 2006, the TRS provider processed thirty four thousand, one hundred seven (34,107) traditional TRS (includes STS) outbound calls on behalf of Wyoming Relay. Additionally, six thousand one hundred thirty-five (6,135) CapTel outbound calls were processed. A total of twenty-one (21) customer complaints were received, which is a rate of five one-hundredths of a percent (.05%). Of the twenty-one (21) complaints, two (2) were filed at the workstation in one of the three Hamilton Relay centers; fourteen (14) were filed with Hamilton's Wyoming Relay Customer Service; one (1) was filed with an Outreach Specialist, and four (4) were filed with CapTel, Inc. Customer Service.

Wyoming Relay processes any complaint regardless of whether it originates via e-mail, fax, telephone, regular mail, outreach events, advisory committee meetings, at workstations, etc.

The complaints enclosed are resolved with the exception of two (2) equal access complaints in which the carrier involved is still working to become a carrier through relay. There is one unresolved complaint regarding a CA not following policy/procedure in which Customer Service has not been able to contact the customer for follow up. There is another unresolved complaint regarding the CA misdialing the number and the customer was going to mail in their bill for reimbursement but has never done so. There is also one unresolved issue with a 711 connection that involves a carrier. Wyoming Relay technical department is still working with this carrier. None of the twenty one (21) complaints were escalated for action by the Federal Communications Commission.

The natures of the complaints were as follows:

- Carrier of Choice not available
- Cell phone problem
- Problem accessing relay through 711 or toll free number
- CA didn't follow Policy/Procedure
- CapTel* complaints
- Scam call through relay
- Agent was rude
- CA misdialed number
- CA didn't follow customer instructions
- CA took too long to connect the call

Complaint resolution included:

- Encouraged and worked with carriers to participate as a Wyoming Relay Carrier of Choice
- Referred customer to their cell phone provider
- Provided information/education to customer

CA monitored and coached

Technical department resolved the issue

Worked with cell provider to resolve technical problem

Collected billing information and took corrective action

In the Miscellaneous Complaints category, you will find a couple of complaints that we believe to be associated with fraudulent activity over Internet Relay. The State of Wyoming wanted the FCC to have this information. Hamilton continues to implement protocols specifically designed to prevent calls originating from an international IP address from accessing the relay.

If the information contained within the annual consumer complaint log summary is not sufficient, or if you have any questions, please notify us and we will be happy to provide additional information.

Respectfully,

Jim McIntosh
Administrator

Enclosures: Consumer Complaint Log Summary, 12 pages (original and 4 copies)
Wyoming Relay Complaint Tally Sheet, 3 pages (original and 4 copies)
Electronic disk copy

cc: Pam Gregory

**Wyoming Relay
June 2005 – May 2006
Total Complaints by Category**

	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	TOTAL	PCT.
SERVICE COMPLAINTS														
#00 CA Accuracy/Spelling	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#01 CA Typing Speed	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#02 Didn't Follow Database Inst.	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#03 Didn't Follow Customer Inst.	0	0	0	0	0	0	1	1	0	0	0	0	2	28.6%
#04 Didn't Keep Customer Informed	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#05 CA Disconnected Caller	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#06 Everything Relayed	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#07 CA Misdialed Number	0	1	0	0	0	0	0	0	0	0	0	0	1	14.2%
#08 Poor Vocal Clarity/Enunciation	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#09 Improperly Handled ASL or Related Culture Issue	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#10 HCO Procedures Not Followed	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#11 VCO Procedures Not Followed	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#12 Replaced CA Improperly in Middle of Call	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#13 Background Noise Not Typed	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#14 Feelings Not Described	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#15 Didn't Follow Voice Mail/Recording Procedure	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#16 Noise in Center	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#17 Agent Was Rude	1	0	1	0	0	0	0	0	0	0	0	0	2	28.6%
#18 Didn't Follow Emergency Call Handling Procedure	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#19 Spanish Service	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#20 Speech to Speech	0	0	0	0	0	0	0	0	0	0	0	0	0	0%

	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	TOTAL	PCT.
#21 Confidentiality Breach	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#22 Connect Time	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#23 CA typing	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#24 CA gave wrong information	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#25 CA did not follow Policy/Procedure	0	0	0	0	1	0	0	0	0	0	0	0	1	14.2%
#26 Improper use of call release	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#27 Improper use of Speed Dialing	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#28 Improper handling of three way calling	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#29 Improper use of Customer data	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#30 CA hung up on Caller	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#31 Miscellaneous Service Complaint	0	0	0	0	0	0	0	1	0	0	0	0	1	14.2%
TOTAL	1	1	1	0	1	0	1	2	0	0	0	0	7	100%
TECHNICAL COMPLAINTS														
#32 Lost Branding	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#33 Charged for Local Call	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#34 Trouble Linking Up	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#35 Line Disconnected	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#36 Garbled Message	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#37 Database Not Available	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#38 Busy Signal/Blockage	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#39 Carrier of Choice	0	0	0	0	0	0	1	0	0	1	0	0	2	33.3%
#40 Relay Not Available 24 Hours a Day	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#41 Ascii/Baudot Break-down	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#42 VCO Break-down	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#43 HCO Break-down	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#44 STS Break-down	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#45 Caller ID not working properly	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#46 Ringing/No Answer	0	0	0	0	0	0	0	0	0	0	0	0	0	0%

	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	TOTAL	PCT.
#47 Connect Time (TTY-Voice)	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#48 711 Problems	0	0	0	1	0	0	0	1	0	1	0	0	3	50%
#49 Miscellaneous Technical Complaint	0	0	0	0	0	0	0	0	0	0	0	1	1	16.7%
TOTAL	0	0	0	1	0	0	1	1	0	2	0	1	6	100%
MISC COMPLAINTS														
#50 Rates	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#51 Fraudulent/Harassment Call	0	0	0	0	0	0	0	0	0	0	1	1	2	25%
#52 No Notice of How to Complain to FCC	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#53 LEC External Busy	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#54 900 External Call	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#55 CapTel Complaints	0	0	0	0	0	0	0	0	0	2	0	3	5	62.5%
#56 External Complaints	0	0	1	0	0	0	0	0	0	0	0	0	1	12.5%
#57 Other	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
TOTAL	0	0	1	0	0	0	0	0	0	2	1	4	8	100%
TOTAL CONTACT	1	1	2	1	1	0	2	3	0	4	1	5	21	

Wyoming Relay
June 2005 -- May 2006
Complaint Log Summary

June 2005

Tracking #	Date of Complaint	Cat. # Of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
9523	6/20/2005	#17 Agent was rude	Customer stated that the CA asked her to repeat several times after the voice user slowed down. Customer stated that at the end of the call the CA was rude and stated that "the caller hung up" and disconnected the voice person who was the terminating party.	6/22/2005	Lead CA apologized to the customer and stated that the relay would investigate the call and locate the CA involved. Customer was satisfied. Information was forwarded to the technical department on 6/22/2005. CA was counseled on proper call procedure.

Wyoming Relay
June 2005 – May 2006
Complaint Log Summary

July 2005

Tracking #	Date of Complaint	Cat. # Of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
9786	7/11/2005	#07 CA Misdialed number	Customer stated relay dialed call incorrectly and she was billed by the carrier for the incorrect number.		Customer Service apologized and asked the customer to send a copy of her bill to the relay for possible reimbursement. Customer Service stated the customer would still want to pay the bill then the reimbursement would go to the customer. Customer was satisfied. Customer Service is waiting for a copy of the bill from the customer. Customer did not send copy of the bill, there has been no further contact from customer in regards to this issue.

Wyoming Relay
June 2005 – May 2006
Complaint Log Summary

August 2005

Tracking #	Date of Complaint	Cat. # Of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
9846	8/5/2005	#56 Misc. External Complaints	Customer contacted the relay twice in regards to this issue. Customer had previously removed VCO from his profile. Customer has recently been unable to dial 711 from his cell phone. Customer was concerned that the removal of VCO from his profile would cause the cell phone problem.	8/9/2005	Lead CA assured the customer that removing the VCO connection from his profile would not make a difference in the ability to dial 711. Lead CA discovered the customer is receiving a Cellular One recording that states the call is unable to be completed as dialed. Lead CA directed the customer to contact Cellular One in regards to this issue and the relay would also contact the provider. Customer was satisfied. Customer Service contacted Cellular One and explained that possibly the translation number could be incorrect in the system. A representative stated that a manager would be contacting the relay in regards to this issue. There has been no further contact by Cellular One at this time. Cellular One still has an open-ended work ticket for all 711 issues. At this time the issue with Cellular One has not been resolved. There has been no further contact from customer in regards to this issue.
9844	8/8/2005	#17 Agent was rude	Customer stated that the CA she had on her call was rude. The entire call the CA sighed and did not make the call conversational. Customer suggested to the CA at the end of the call that he should try to make the call more conversational the CA said "goodbye" and disconnected the call.	8/8/2005	Outreach Specialist apologized to the customer and stated that the CA would be monitored and counseled in regards to this issue. Customer was satisfied and the CA was counseled. CA has received continual training and monitoring.

Wyoming Relay
June 2005 – May 2006
Complaint Log Summary

September 2005

Tracking #	Date of Complaint	Cat. # Of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
10116	9/3/2005	#48 711 Problems	Customer stated that when using her Verizon cell phone to dial 711, she is routed to the Colorado Relay and not the Wyoming Relay.	9/8/2005	Customer Service suggested that the customer contact the cell phone company. Customer Service forwarded this information the technical department. The technical department contacted Verizon and continues to work with Verizon in regards to this issue. Customer was satisfied.

Wyoming Relay
June 2005 – May 2006
Complaint Log Summary

October 2005

Tracking #	Date of Complaint	Cat. # Of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
10381	10/20/2005	#25 CA Didn't Follow Policy/ Procedure	Customer was upset because the CA did not follow the proper procedure when informing the customer of number of phone rings. CA had typed the 10 rings and sent (Still Ringing) and then typed to the user "about 40 rings, about 50 rings,"etc. Customer asked for a Supervisor.	10/20/2005	Supervisor apologized to the customer for the inconvenience and stated that the CA would be counseled. Customer understood and the CA was counseled.

Wyoming Relay
June 2005 – May 2006
Complaint Log Summary

November 2005

Tracking #	Date of Complaint	Cat. # Of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
			No complaints received in November 2005.		

Wyoming Relay
June 2005 – May 2006
Complaint Log Summary

December 2005

Tracking #	Date of Complaint	Cat. # Of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
10696	12/5/2005	#03 Didn't follow Customer Instructions	Customer contacted the relay for her client. Client has been trying to place a call through the relay and the CA was using abbreviations that the client did not understand. Her client asked the CA to repeat and the CA refused.		Relay Manager stated that the relay would investigate the call and suggested setting up a profile. Customer was satisfied. CA was counseled in regards to this issue. Customer Service discovered that the client has a profile at the relay and attempted to contact the customer several times to update the profile for "No Abbreviations". Customer Service has been unable to reach the customer.
10697	12/16/2005	#39 Carrier of Choice	Customer would like to use RT Communications for their long distance carrier of choice. Customer stated that friends and family have quit calling his wife as they are receiving high bills through the relay.		Customer Service explained that the customer has a profile set up for AT & T and that RT Communications is not currently a participating carrier through the relay. Customer Service stated the provider would be contacted about becoming a participating provider with the relay. Customer Service explained why friends and family could have a high bill and suggested that they contact the relay to set up a profile. Customer was satisfied. The technical department has been in contact with the carrier. At this time, RT Communications is not a participating carrier through the relay.

Wyoming Relay
June 2005 – May 2006
Complaint Log Summary

January 2006

Tracking #	Date of Complaint	Cat. # Of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
10884	1/4/2006	#03 Didn't follow Customer Instructions	Customer receiving a bill from incorrect carrier through the relay.	1/11/2006	Customer Service requested a copy of the bill from the customer for possible reimbursement. Customer was satisfied and the bill was received. Relay mailed reimbursement to customer on 1/11/2006. Customer Service attempted to call customer to inform of this check but there has been no answer.
10852	1/17/2006	#31 Miscellaneous Service Complaints	Customer was upset with the CA for taking too long to connect to the other party. Customer stated that the CA asked him to repeat the number.	1/24/2006	Lead CA apologized to customer and stated the CA would be counseled. CA was counseled and customer was satisfied.
10896	1/21/2006	#48 711 Problems	Customer was having difficulties reaching the relay through 711 on her cell phone and sometimes can not read the typing from the relay.	1/21/2006	Lead CA apologized to the customer and stated that a Customer Service Representative would contact the customer. Customer stated they would call back to the relay and did not give contact information. There has been no further contact from customer in regards to this issue.

Wyoming Relay
June 2005 – May 2006
Complaint Log Summary

February 2006

Tracking #	Date of Complaint	Cat. # Of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
			No complaints received in February 2006.		

Wyoming Relay
June 2005 – May 2006
Complaint Log Summary

March 2006

Tracking #	Date of Complaint	Cat. # Of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
11158	3/1/2006	#39 Carrier of Choice	Customer requested RT Communications as their long distance carrier. RT Communications is not a participating carrier through the relay.		Lead CA informed the customer that RT Communications is not a participating carrier through the relay. The Technical department has been in contact with the carrier. At this time RT Communications is not a participating carrier through the relay.
CT 3206	3/10/2006	#55 CapTel Complaints	Customer received a bill from Sprint which is not their long distance carrier. Customer service collected their billing information.	3/16/2006	On March 16 th a check was sent to the customer for the billed amount. In addition, the customer's preferred long distance carrier was set up in the database to assure that future long distance calls are billed correctly.
CT 11247	3/15/2006	#55 CapTel Complaints	Customer reported that the CapTel voice line access number was not working in her area.	3/15/2006	Relay Manager contacted CapTel to report this issue at 4:55 PM and CapTel center was still receiving calls so it was a regional issue. CapTel reported that the lines were working again that same day at approximately 6:00 PM. Customer was satisfied.
11341	3/16/2006	#48 711 Problems	Customer was unable to reach the relay when dialing 7-1-1. Customer stated that she can reach the relay with the toll free number. Customer has local phone service through Sprint.		Customer Service apologized and explained that the relay would open a trouble ticket with Sprint. Customer Service has contacted Sprint and opened a second trouble ticket. At this time, Sprint has not resolved this issue. The technical department continues to contact Sprint to fix this problem.

Wyoming Relay
June 2005 – May 2006
Complaint Log Summary

April 2006

Tracking #	Date of Complaint	Cat. # Of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
11551	4/26/2006	#51 Fraudulent/ Harassment Call	Customer has been receiving fraudulent phone calls through the relay and would like the calls blocked.	4/26/2006	Supervisor explained that ADA and FCC rules for functional equivalency do not allow us to block relay calls. Supervisor suggested that the customer contact their local telephone company or report the incident to law enforcement. Supervisor explained that if the customer obtains a court order, then we could release the call information to the Court. Customer was satisfied.

Wyoming Relay
June 2005 – May 2006
Complaint Log Summary

May 2006

Tracking #	Date of Complaint	Cat. # Of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
11647	5/16/2006	#51 Fraudulent/ Harassment Call	Customer has been receiving fraudulent phone calls through another relay.	5/16/2006	Because the customer stated the calls were coming from another Relay provider, Customer Service gave the appropriate Customer Service number for the other provider to the customer. Customer Service suggested that the customer contact law enforcement as that is our recommendation under these circumstances. Customer was thankful.
CT 7723	5/24/2006	#55 <i>CapTel</i> Complaint	Disconnect/Reconnect during calls.	5/24/2006	Sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnection/reconnection might be occurring and sent email with tips to reduce their occurrence.
CT 7545	5/25/2006	#55 <i>CapTel</i> Complaint	Sound Quality – Static	5/31/2006	Provided customer with general troubleshooting suggestions to address static.
CT 7546	5/25/2006	#55 <i>CapTel</i> Complaint	Accuracy of captions	5/31/2006	Explained to customer how CapTel service generates captioning, and how they may document and report problematic captioning back to our Call Center for quality control. A follow up email was sent to the customer to see if they had any additional problems and we have received no response from them.
11714	5/26/2006	#49 Miscellaneous Technical Complaint	Customer stated that she was unable to reach the relay by 7-1-1 or the toll free number.	5/26/2006	Assistant Operations Manager stated it was a technical issue that the relay is aware of and would contact the customer as soon as it was resolved. Customer was satisfied. Hamilton incurred two separate outages each lasting 15 minutes between the hours of 2 and 3 PM. Issue was resolved and customer was notified.